

Call Center Name	
Operating Partner	Contract Cost to SFA
Location(s)	
Contacts	

Overall Impression:

General willingness to perform as a true Operating Partner; attitude, willingness to knowledge-share; genuine desire to deliver quality to SFA and its customers.

Examples/anecdotal evidence

Contract Points/Issues:

Length of contact, terms of renewal, start/stop date.

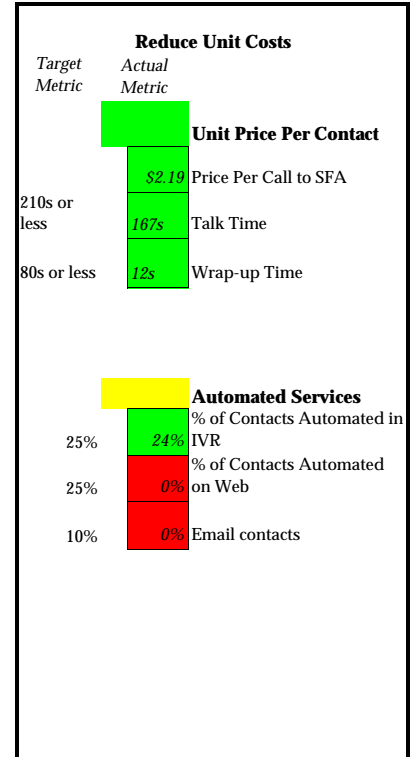
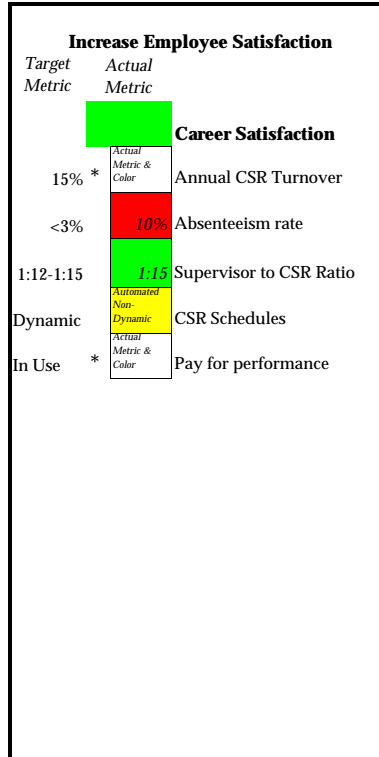
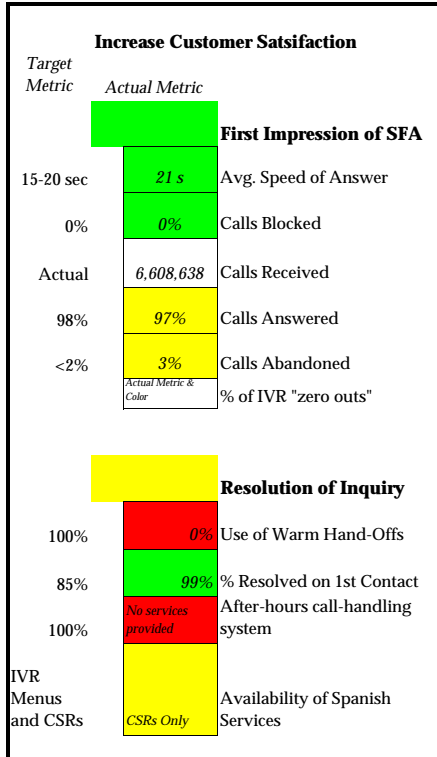
Opportunities:

This section should probably include a chart or graph illustrating dollar amounts and also change in % of automation.

Recommendations:

Customer Interaction Center Scorecard

Federal Student Aid Information Center			
Operating Partner	NCS Pearson	Annual Call Volume (4/00-3/01)	6,608,638
Location(s)	Iowa City, IA	Annual email Volume (4/00-3/01)	0
	Lawrence, KS	Annual Fax Volume (4/00-3/01)	0
	Phoenix, AZ	Annual Written Corr. Volume (4/00-3/01)	0
Contract Price to SFA		Annual Web Volume (4/00-3/01)	0
		Annual "Other" Volume (4/00-3/01)	0



The information in the Scorecard is not shared to the Consistent Answers Team; however, for a complete picture, the Operating Partner and the SFA office in charge of the contract should complete these metrics.

Customer Interaction Center Scorecard

Metric	Description	Priority (H,M,L)	Source	Goal	Best In Class	Balanced Scorecard:		
						Customer Satisfaction	Employee Satisfaction	Unit Cost
Summary								
Price Per Call to SFA								
Interaction								
% Contacts Resulting in Conference/Transfer								
% Contacts Resulting in Escalation/Additional Contact								
After-hours call-handling system								
Channel Utilization								
% of Contacts Automated in IVR								
% of Contacts Automated on Web								
% of IVR "zero outs"								
Use of Warm Hand-Offs								
Availability of Spanish Speaking CSRs								
IVR Self-Service								
Operations Management								
Human Resources								
Annual CSR Turnover								
Supervisor to CSR Ratio								
Absenteeism rate								
Avg. Talk Time								
Avg. Wrap-Up Time								
Monthly Staffing Levels of Emp./Volume of Contacts								
CIC Efficiency								
Avg. Speed of Answer								
Avg. Time in Queue								
Calls Abandoned								

Customer Interaction Center Scorecard

Metric	Description	Priority (H,M,L)	Source	Goal	Best In Class	Balanced Scorecard:		
						Customer Satisfaction	Employee Satisfaction	Unit Cost
Calls Received								
Calls Blocked								
Calls Answered								
% Resolved on First Contact								
Systems Enablement								
Legacy System								
Credit approval								
Loan Consolidation								
Loan Origination								
Debt Collection								
Skip Trace								
CRM Application								
Case Management								
Email Management								
Knowledge Management								
Reporting								
Operations/Quality Systems								
Silent CSR Monitoring								
Call Volume Forecasting								
Staffing Forecasting								
Staff Scheduling								
Callback and follow up scheduling								
Telephony								
Queue Management								
CTI Interface-Information to CSRs								
Intelligent Routing								
Voice Response								
Anticipated Wait-time								

Customer Interaction Center Scorecard

Metric	Description	Priority (H,M,L)	Source	Goal	Best In Class	Balanced Scorecard:		
						Customer Satisfaction	Employee Satisfaction	Unit Cost
Announcement/Bulletin								
Trunk Utilization								